

Non-fulfilment of standards by TRAI

†2442. SHRI SURENDRA LATH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether MTNL has failed to fulfil the standards set by TRAI in respect of customers satisfaction in cellular mobile services and it is lagging behind its rival companies leading to considerable decline in its profit-earnings;
- (b) whether any steps have been taken to make the services as well as the customer satisfaction better; and
- (c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEELAHMAD): (a) No, Sir. In a study made by TRAI through an independent agency, it is found that MTNL Mumbai's performance in mobile network and customer satisfaction is quite satisfactory and is comparable with any other operator in Mumbai. The relevant report of TRAI is given in the Statement (See below). MTNL was given licence to operate cellular mobile service in 2001 when few other private operators were already established in Delhi and Mumbai. However, MTNL holds 12.40% market share in this service area.

Also, revenue on account of cellular mobile service has significantly increased from Rs. 252.16 crores in 2004-05 to Rs. 554.37 crore in 2005-06.

(b) and (c) Yes, Sir. The following steps have already been taken to make the services as well as the customer satisfaction better:

- (i) Second Home Location Register (HLR) has been commissioned in August, 2006. It has resulted in relieving the congestion in network.
- (ii) 350 Base Transceiver Stations (BTS) have been made dual band to augment network capacity.

†Original notice of the question was received in Hindi

- (iii) Intelligent Optimisation Solution (IOS) was run on the network which has significantly improved the performance in terms of call set up rate and reduce call drops.
- (iv) 46 new sites have been added in the network to improve coverage
- (v) Provided indoor solution to ten commercially important building to improve indoor coverage.

Statement

The relevant report of TRAI

| SI. No. | Parameters | TRAI target | Quarter ending 30.9.06 | |
|---------|---|--|------------------------|-----------|
| | | | Delhi | Mumbai |
| 1 | 2 | 3 | 4 | 5 |
| I (i) | Accumulated down time of community isolation | <24 hrs. | Nil. | Nil |
| (ii) | Call set up success rate (within licensees own network) | >95% | 95.45% | 96.34% |
| (iii) | Service access delay | Between 9 to 20 seconds depending upon number of paging attempts (average of 100 calls= < 15 sec.) | 14.80 sec | 15.31 sec |
| (iv) | Blocked call rate | (i) SDCCH/ paging channel congestion< 1% (ii) CH congestion< 2% | 0.25 | 0.84% |
| (v) | Call drop rate | 3% | 2.3% | 2.04% |
| (vi) | % age of connections with good voice quality | 95% | 95.47% | 96.05% |
| (vii) | POIs congestion | 0.5% | Nil | Nil |

| 1 | 2 | 3 | 4 | 5 |
|-----|--|--|----------|----------|
| II | (i) Response time to the customer for assistance | (i) %age of call answered (electronically): | | |
| | | Within 20 sec: 80% | 92.67% | 83% |
| | | Within 40 sec: 95% | 95.67% | 97% |
| | | age of calls answered by operator (voice to voice) | | |
| | | Within 60 sec: 80% | 86% | 85% |
| | | Within 90 sec. 95% | 91.4% | 97% |
| III | (i) Complaints per 100 bills issued | 0.1% | 0.09% | 0.0206% |
| | (ii) %age of complaints resolved within 4 weeks | 100% | 100% | 100% |
| | (iii) Period of all refunds/ payment due to customers from the date of resolution of complaints as in . (ii) above | 4 weeks | <4 weeks | <4 weeks |

Wooing more Investment to the North-Eastern Region

2443. SHRI EKANATH K. THAKUR: Will the Minister of DEVELOPMENT OF NORTH-EASTERN REGION be pleased to state:

(a) whether it is a fact that when the rest of the country is engaged in a high pitch debate over the special economic zones, india's North East comprising of seven sisters and Sikkim have missed opportunity to bridge the investment gap;

(b) whether it is also a fact that the despite of the Central Government is spending almost Rs. 30,000 crore a year for North Eastern States, the economy of most part of the region has virtually stagnant because of lack of business like situation; and

(c) if so, the steps Government propose to take to woo more investment to the region?

THE MINISTER OF DEVELOPMENT OF NORTH EASTERN REGION (SHRI MANI SHANKAR AIYAR): (a) to (c) Yes, Sir, there is no special economic zone in the North East Region and there is a need for mobilizing investments for the development of the region. Government have